



Success News

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RELEASE DATE: IMMEDIATE RELEASE
Release Number: #06-63 SS

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WILL "FIX IT" HAWKINS

Your Problem is No Problem – Let Will Fix It!

San Antonio, TX – Will "Fix It" Hawkins started off like so many small business owners often do – out of his garage! Will Hawkins states he's been in business for 11 years, but that does not count the time he spent working out of his garage and operating 6 trucks. Had he thought about moving out of his garage and into a commercial office space – yes! But Will's motivation did not come from growth, it came after the city's code compliance office citing him for the number of vehicles he was operating out of his garage and was given 30 days to move or close! That was the best thing that ever happened to his business.

Shortly after the incident, Will Hawkins moved his plumbing company into a commercial office space and grew from a hand full of employees to 12 and within 3 years, he was operating 27 trucks and employed 75 individuals. Within 5 years, an air conditioning & heating service division was added. In 2002, a lawn irrigation division was added to the list of services "Will" Fix provides.

Great customer service and word-of-mouth is very important to Will. He prides his company for its 24/7 1-hour service for its customers. Repeat customer sales are important to all small businesses. Customer service what brings customers back, but customer service doesn't just happen in his company. The company has prides itself for daily technician training and staff meetings. By keeping his employees trained and his staff informed, all of the employees communicate the same message in a manner that all his customers understand.

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Will's vision is to grow the company. By doing so, he is able to provide job advancement for those that want to continue to grow with the company, but also, to provide job opportunities for motivated individuals. Aside from providing in-house technical training for all of his employees, Will also encourages his employees to do more for themselves, especially when it comes to home ownership. He encourages his employees to become homeowners. When one of his employees closes on his/her house, the office celebrates and the homeowner is gifted with a BBQ pit for the home.

The company's growth was also assisted with an SBA guaranteed loan funded by Compass Bank. Will did not find the SBA process cumbersome or difficult, but he attributes that to his banker who made the application process simple.

What tips does this successful business owner provide to entrepreneurs and employees who are considering starting their own business? "Start off by doing the right thing," states Will. He encourages his employees to learn and follow the correct process when starting a business; i.e., licenses, permits, and bookkeeping. If necessary, he mentors his employees so that they start off correctly and avoid financial pitfalls.

More information on "Will" Fix It can be found at www.willfixit.com

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